Three Customer Services
Hutchison 3G UK Ltd

PO Box 333
Glasgow G2 9AG

© from 2026. A member of CK Hutchison Holdings.
Registered office: Vodafone House, The Connection, Newbury, Berkshire, RG14 2FN.

Published by Hutchison 3G UK Limited, trading as Three. All rights in this publication are reserved and no part may be reproduced without the prior written permission of the publisher. '3' and its related images, logos and names used in this publication are trademarks of the Hutchison Whampoa group of companies. The contents of this publication are believed to be correct at the time of going to press, but any information, products or services mentioned may be modified, supplemented or withdrawn.

The provision of any products and services by Hutchison 3G UK Limited is subject to Three's customer terms (available at Three.co.uk).

The customer terms will take precedence if there is any discrepancy with this publication. In the event of a discrepancy between this publication and information provided on Three.co.uk, other than the customer terms, this publication will take precedence.

LEG015

P118-T7624-801167-137 Older Plans Price Guide_12.10.2026_V4

Price Guide.

Everything you need know about our prices, if you are:

- A Pay Monthly (voice) customer who joined us or last upgraded your contract before 18 March 2014;
- A SIM customer (voice) who joined us or last upgraded your contract before 15 July 2014;
- A Mobile Broadband customer who joined us before 12 August 2015 or are on Mobile Broadband Pay As You Go;
- A Business (voice) customer (unless you're on one of our Simply Business plans);
- A Business Mobile Broadband customer; or
- On one of our old Pay As You Go plans.

When it comes to what you pay for Three's services, we think three things matter most. Giving you choice. Treating you fairly, with clear price plans and no unfair penalties. And providing great value, with some of the lowest cost voice calls and texts you can find.

Three = great value

When you're with Three, you've got big flexibility. First, you can choose between paying monthly or Pay As You Go, then select the right price plan or Top-up for you. Beyond that, there's a range of Add-ons you can select. This guide talks about what we do charge for.

Contents.

Pay Monthly	1
SIM Plans	3
Pay Monthly Add-ons	5
Mobile Broadband	7
Business	9
Pay As You Go	15
International Charges	17
Special Calls	25
Directory Services	27
Other Services	27
Points to note	28
Footnotes	29

Our Pay Monthly Packages.

If you signed up to one of our Pay Monthly packages before 18 March 2014, the details of your plan are set out below. These packages are no longer available to new customers. For details of our new Pay Monthly packages, please go to **Three.co.uk/priceguide**

All calls made by Pay Monthly customers, (except calls to short code, premium rate numbers) are initially rounded to the first minute and are billed per second thereafter. After the first minute for Pay Monthly customers calls are charged by the second, except some roaming calls, calls to Directory Services and Special Calls. The call duration will be mathematically rounded to the nearest second.

The One Plan.

The One Plan has more than enough of everything, at a more affordable price and there is no charge for voicemail and Internet.

Package[1,2,3,12]	Phones	UK voice minutes	UK text messages	Three to Three minutes	Internet	Minimum Term	Price per month[18]
The One Plan	Choose from a variety of phones.	2,000	5,000	5,000	Unlimited data	24 months	From £23
The One Plan – SIM 1 month	N/A	2,000	5,000	5,000	Unlimited data	1 month	£23
The One Plan – SIM 12 months	N/A	2,000	5,000	5,000	Unlimited data	12 months	£20

Outside your allowance.

Charges for calls and messages outside inclusive allowance of The One Plan.

Per minute / message	Package	Three UK mobiles	UK mobiles	Landlines
Voice, fax calls	The One Plan	10p	25p	25p
Text messages	The One Plan	10p	10p	N/A
MMS	The One Plan	40p	40p	N/A

Essential Internet packages.

Our range of Pay Monthly packages offer great value for money.
Our packages give you a generous bundle of minutes, texts and Internet.

Package[1,2,3,12]	Phones	UK voice minutes	UK text messages	Internet	Minimum Term	Price per month[18]
Essential Internet 50	Choose from a variety of phones.	50	500	250 MB	24 months	From £13
Essential Internet 100		100	5,000	250 MB	24 months	From £12
Essential Internet 300		300	5,000	250 MB	24 months	From £15
Essential Internet 500		500	5,000	250 MB	24 months	From £17

Ultimate Internet with Unlimited data.

Package[1,2,3,12]	Phones	UK voice minutes	UK text messages	Internet	Minimum Term	Price per month[18]
Ultimate Internet 100	Choose from a variety of phones.	100	5,000	All-you-can-eat data*	24 months	From £15
Ultimate Internet 300		300	5,000	All-you-can-eat data*	24 months	From £18
Ultimate Internet 500		500	5,000	All-you-can-eat data*	24 months	From £20
Ultimate Internet 1000		1,000	5,000	All-you-can-eat data*	24 months	From £25

*Internet access for phone browsing only, your data usage does not include using your phone as a modem.

Outside your allowance.

Charges for calls and messages outside inclusive allowance of your Essential or Ultimate Internet package.

Per minute / message	Package	Three UK mobiles	UK mobiles	Landlines
Voice, fax calls	Ultimate / Essential	35p	35p	35p
Voicemail	Ultimate / Essential	35p	35p	35p
Text messages	Ultimate / Essential	12p	12p	12p
MMS	The One Plan	40p	40p	N/A

*Subject to a Minimum Term of 24 months or the remainder of your contract term. Not available with any other Mobile Internet Add-on. Internet access for phone browsing only, your data usage does not include using your phone as a modem.

SIM Zero – How it works.

With our SIM Zero plan on a minimum one-month* term, you pay for only what you use and there is no charge for voicemail.

Per minute / message	Price Plan	Three UK mobiles	UK mobiles	Landlines
Voice and fax calls[12]	SIM Zero	20.4p	20.4p	20.4p
Text messages[3]	SIM Zero	10.2p	10.2p	N/A
MMS	SIM Zero	40p	40p	N/A
Mobile Internet	SIM Zero	30.6p per MB	N/A	N/A

*One month notice required to terminate.

SIM Plans – How it works.

With our SIM Plans, you get a generous bundle of minutes, texts and data.

If you signed up to one of our SIM plans before 15 July 2014, this is where you'll find your plan details. For our new SIM plans, please go to **Three.co.uk/priceguide** and select the price guide for our new plans.

Package[1,2,3,12]	Essential SIM 200 1 month	Essential SIM 600 1 month	Ultimate SIM 200 1 month	Essential SIM 200 12 months	Essential SIM 600 12 months	The One Plan SIM Only 1 month	The One Plan SIM Only 12 months
Monthly charge[18]	£9.90	£12.90	£12.90	£6.90	£9.90	£23	£20
UK Voice minutes	200	600	200	200	600	2,000	2,000
UK Text messages	5,000	5,000	5,000	5,000	5,000	5000	5,000
UK Three to Three voice minutes						5,000	5,000
Mobile Internet	500 MB	1 GB	Unlimited data	500 MB	1 GB	Unlimited data	Unlimited data
Minimum Term	1 month	1 month	1 month	12 months	12 months	1 month	12 months

Outside your allowance.

Charges for calls and messages outside inclusive allowance of your SIM Only packages (excluding SIM Zero).

Per minute / message	Package	Three UK mobiles	UK mobiles	Landlines
Voice, fax calls	Essential / Ultimate SIM 50, 200 and 600	35p	35p	35p
Voicemail		35p		
Text messages		12p	12p	
MMS		40p	40p	
Mobile Internet		10p per MB		

Per minute / message	Package	Three UK mobiles	UK mobiles	Landlines
Voice, fax calls	The One Plan - SIM 1/12 month	10p	25p	25p
Voicemail		No charge		
Text messages		10p	10p	
MMS		40p	40p	

Pay Monthly Add-ons[6,7,12].

With Three Add-ons it's easy to customise your price plan to give you even more flexibility and value. Just choose the Add-on that means the most to you.

Each Add-on has a one-month Minimum Term unless otherwise stated. If you want something extra on top of what you get with your price plan, purchasing an Add-on is the way to do it.

Mobile Internet Add-ons

	Allowance	Price per month	Additional MB Cost
Add Tethering	1 GB	£5	N/A
Add 1 GB Personal Hotspot†	1 GB	£5	N/A
Add 3 GB Personal Hotspot†	3 GB	£7	N/A
Add 6 GB Personal Hotspot†	6 GB	£8	N/A
Add unlimited*	Unlimited data for 30 days	£5	N/A
Add 250 MB	250 MB	£2	N/A
Add Internet 10*	10 MB	£2.56	Price plan dependent
Add Broadband Lite*	1 GB	£10.21	10.2p
Add Broadband Plus*	3 GB	£15.32	10.2p
Add Internet and Email**	2 GB	£5.11	Price plan dependent
Add Internet Max**	2 GB	£5.11	Price plan dependent
Unlimited	Unlimited data for 24 months	£3	N/A

†If your plan has unlimited data and you have used of all your inclusive personal hotspot allowance, or your plan does not have an inclusive personal hotspot allowance, you can choose to purchase one or more Add-ons from our Personal Hotspot Add-on range. These let you connect your devices to the Internet in the UK using your phone. Each Personal Hotspot Add-on gives you an allowance of data that can be used within the UK only (1 data unit = 1 MB) and are for use within the UK only. On purchasing these Add-ons, you will receive the full personal hotspot allowance immediately, which will last until your next billing date. You will be charged the full monthly price for this as these Add-ons are not pro-rated on purchase.

Mobile Internet Add-ons not available with Go Roam data packages. Not available with The One Plan SIM Only (1/12 months). Add Tethering and Personal Hotspot Add-ons are for use in the UK and our Go Roam in Europe destinations only and cannot be used as part of Go Roam Around the World.

BlackBerry

	Includes	Price	Out of bundle charge
Add BlackBerry	Push mail service	£5.00 per month	Price plan dependent

Compatible with POP/IMAP mailboxes.
Up to 10 email accounts – use both your work and personal accounts.
Emails are encrypted giving you peace of mind.
Synchronise contacts, calendar and email.
Works abroad (roaming charges apply).

Add text

Choose from	Includes	Price
Add Text 500	500 texts	£20.42
Add Text 200	200 texts	£10.21
Add Text 75	75 texts	£5.11

Add Call Abroad 100[14]

Add Call Abroad 100 (100 voice minutes for £5) or Call Abroad Unlimited (unlimited voice minutes for £10) if you regularly call abroad from the UK.

The allowance can be used to call standard landlines and mobiles in Australia, Austria, Bangladesh, Belgium, Bermuda, Brunei, Bulgaria, Canada, China, Colombia, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Guam, Hong Kong, Hungary, Iceland, India, Ireland, Israel, Italy, Japan, Kuwait, Latvia, Lithuania, Luxembourg, Macau, Malaysia, Malta, Mexico, Mongolia, Namibia, Netherlands, New Zealand, Norway, Paraguay, Poland, Portugal, Puerto Rico, Romania, San Marino, Singapore, Slovakia, South Korea, Spain, Sweden, Switzerland, Thailand, USA.

Add Landlines

2,000 voice minutes for all calls made from the UK to any standard UK landline (01, 02, 03) for £10.21 a month.

Calls to Isle of Man and Channel Islands numbers are excluded.

Add Landline 1000

1,000 voice minutes for all calls made from the UK to any standard UK landline (01, 02, 03) for £5 a month.

Calls to Isle of Man and Channel Islands numbers are excluded.

*Includes free unlimited access to Email on Three, Three's email service, which sends all of your personal (ISP, such as Hotmail or GoogleMail) emails straight to your phone. Email on Three is an unlimited service with no fair use limit or policy. Add-on and Email on Three service available to Consumer contract customers only. Add-on not available to PAYG customers or Business contract customers. Internet access for phone browsing only, your data usage does not include using your phone as a modem. Unlimited Email does not include 3Mail.

**Includes free unlimited access to Email on Three, Three's email service, which sends all of your personal (ISP, such as Hotmail or GoogleMail) and work (Microsoft Exchange / Lotus Domino) emails straight to your phone. Email on Three is an unlimited service with no fair use limit or policy. Add-on and Email on Three service available only to Consumer contract customers. Add-on not available to PAYG customers. With this Add-on your data allowance includes using your phone as a modem.

Our range of Personal Hotspot Add-ons (including Add Tethering) only allow UK and Go Roam in Europe tethering and can't be used when your pass is active.

Add Data Passport*

	Price
Unlimited, data to use as you like (whether that's simply to get online, tether, stream or connect to VPNs) for 24 hours from activation. Available in the following locations: Aland Islands (Finland), Australia, Austria, Azerbaijan, Azores (Portugal), Balearic Islands (Spain), Belgium, Brazil, Bulgaria, Canada, Canary Islands, Chile, Colombia, Costa Rica, Croatia, Cyprus, Czech Republic, Denmark, El Salvador, Estonia, Finland, France, French Guiana, Germany, Gibraltar, Greece, Guadeloupe, Guatemala, Guernsey, Hong Kong (China), Hungary, Iceland, Indonesia, Isle of Man, Israel, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Macau (China), Madeira (Portugal), Malaysia, Malta, Martinique, Mayotte, Mexico, Moldova, Montenegro, Myanmar, Netherlands, New Zealand, Nicaragua, Norway, Pakistan, Panama, Peru, Poland, Portugal, Puerto Rico, Republic of Ireland, Réunion, Romania, Russian Federation, Saint Barthélemy, Saint Martin, San Marino (Italy), Saudi Arabia, Serbia, Singapore, South Korea, Slovakia, Slovenia, Spain, Sri Lanka, Sweden, Switzerland, Taiwan, Thailand, Tunisia, Ukraine, United Arab Emirates (UAE), Uruguay, US Virgin Islands, United States of America (USA), Vatican City, Vietnam.	£5

*Data Passport is not currently available on our Business Plans.

Surf the web with Mobile Broadband.

Package[12]	Monthly Charge[18]	Inclusive data	Out of bundle charge per MB	Minimum Term
Broadband Casual	£0	0 MB	£1.02	18/24 months
Broadband 0.5 GB	£5.29	0.5 GB	10.2p	24 months
Broadband Lite	£10.49	1 GB	10.2p	18/24 months
Broadband 1 GB	£7.50	1 GB	10.2p	1 month
Broadband 5 GB	£15.99	5 GB	10.2p	1/18/24 months
Broadband 10 GB	£15.00	10 GB	10.2p	1 month
Broadband 15 GB	£25.00	15 GB	10.2p	24 months
Broadband 15 GB	£30.99	15 GB	10.2p	18/24 months

Add-on [2,3,6,15,16]	Price	Allowance	Minimum Term
Add Wireless Modem with 20 Texts	£2.04	20 texts	18/24 months
Add Wi-Fi Device with 80 Texts	£8.17	80 texts	18/24 months
Add Wi-Fi Device with 90 Texts	£9.19	90 texts	18/24 months
Add Text with Laptop 75	£7.66	75 texts	18/24 months
Add Text with Laptop 100	£10.21	100 texts	18/24 months
Add Text with Laptop 150	£15.32	150 texts	18/24 months
Add Text with Laptop 200	£20.42	200 texts	18/24 months
Add Text with Laptop 250	£25.54	250 texts	18/24 months
Add Text with Laptop 300	£30.64	300 texts	18/24 months
Add Text with Laptop 350	£35.75	350 texts	18/24 months

Mobile Broadband SIM Only[5].

With our Mobile Broadband SIM only plans, you can have 5 GB Mobile Broadband on a one-month contract if you already have a dongle.

Package[12]	Monthly Charge[18]	Inclusive data	Out of bundle charge per MB	Minimum Term
SIM Only Broadband 5 GB	£15.99	5 GB	10p	1/18 months
SIM Only Broadband Lite	£10.49	1 GB	10p	24 months
SIM Only Broadband 15 GB	£15.99	15 GB	10p	24 months

Pay As You Go Broadband Add-ons[6].

	Allowance	Price
Broadband Lite	1 GB	£10
Broadband Plus	3 GB	£15
Broadband Max	7 GB	£25
Pay Per Day	500 MB*	£2.99

* Expires midnight after the day you bought it or if you use up the data – whatever comes first.

Business plans.

If you're on one of our Simply Business Plans, please go to Three.co.uk/priceguide for pricing information on your plan. Otherwise, you'll find all the information you need on your business plan below.

Package[1,2,3,12]	Business 600	Business 900	Business Flat Rate
Monthly charge[1]	£25.53	£34.04	£11
Inclusive UK Voice Minutes[1]	750	1125	0
Inclusive UK Text Messages[1,3]	100	150	0
Three to Three Minutes[*]	2,000	2,000	2,000
Minimum Term	12/18/24 months	12/18/24 months	12/18/24 months
Additional discount	18 months contract discount – 10% off monthly access charges 24 months contract discount – 25% off monthly access charges		

Prices for business shown excluding VAT. VAT is payable in addition at the current rate. See page 29 for footnotes.

UK voice calls[12]	Business 600	Business 900	Business Flat Rate
Three UK mobile – voice/fax	8.5p	8.5p	6p
Other UK mobile – voice/fax	21.3p	21.3p	20p
UK landline	8.5p	8.5p	6p
Voicemail	8.5p	8.5p	Free
Messages[3]			
UK Text messages	8.5p	8.5p	8p
Text sent abroad from UK[8]	21.3p	21.3p	20p
UK MMS	40p	40p	40p
Three video messages	40p	40p	40p
Data (Mobile Internet)	£1.70 per MB	£1.70 per MB	£1.70 per MB

Prices for business shown excluding VAT. VAT is payable in addition at the current rate. See page 29 for footnotes.

Business packages for teams.

Business Share[11].

- Unique hybrid plan, ideal for small businesses.
- Free calls to colleagues – and anyone else on a Three mobile in the UK.
- Flexible Business Choice allowance for inclusive calls, texts and downloads.
- Sharer member can be a voice or Mobile Broadband connection (one Mobile Broadband allowance for every voice sharer).
- No charge for voicemail.

Package[1,2,3,12]	Business Share 1000	Business Share 2000	Business Share 3000	Business Share 4000	Business Broadband Share
Maximum number of handsets	3	5	7	10	Min 2-5 modems
Access Charge	£34	£74	£114	£154	£5
Monthly sharer member fee, for each handset / Mobile Broadband	£15	£15	£15	£15	£15
Total inclusive choice flexible allowance to share	Up to 1,000 UK minutes or up to 2,000 UK texts or any mix of the two	Up to 2,000 UK minutes or up to 4,000 UK texts or any mix of the two	Up to 3,000 UK minutes or up to 6,000 UK texts or any mix of the two	Up to 4,000 UK minutes or up to 8,000 UK texts or any mix of the two	10 GB
Inclusive data plus Unlimited Email on Three	Fair use policy 1 GB on handsets. Fair use policy 3 GB on Mobile Broadband	Fair use policy 1 GB on handsets. Fair use policy 3 GB on Mobile Broadband	Fair use policy 1 GB on handsets. Fair use policy 3 GB on Mobile Broadband	Fair use policy 1 GB on handsets. Fair use policy 3 GB on Mobile Broadband	
Three-to-Three UK calls	Free	Free	Free	Free	Free
Minimum Term (per member)	12/18/24 months	12/18/24 months	12/18/24 months	12/18/24 months	12/18/24 months
Additional discounts	18-months' contract discount – 10% off monthly sharer member fee 24-months' contract discount – 25% off monthly sharer member fee				

Prices for business shown excluding VAT. VAT is payable in addition at the current rate. See page 29 for footnotes.

Business.

Outside your allowance.

Per minute/ Per message	Price Plan	Three UK mobile	UK mobiles	UK landlines
Voice and fax calls	Business Share plans	Free	16p	16p
Data (Mobile Internet)	Business Share plans	Free	N/A	N/A
Text[3]	Business Share plans	8p	8p	N/A
MMS	Business Share plans	40p	40p	N/A

Business Add-ons.

Internet on your mobile and Unlimited Email on Three.

Add-on[6]	Price	Allowance	Additional MB Cost
Add Internet Max**	£4.26	2 GB*	£1.70†
Add Internet Max (Contract Term)**	£4.26	2 GB*	£1.70†
Add Broadband Lite (Contract Term)	£8.51	1 GB	8.5p
Add Broadband Max (Contract Term)	£12.77	3 GB	8.5p

Prices for business shown excluding VAT. VAT is payable in addition at the current rate. See page 29 for footnotes.

*2 GB of Internet access, Unlimited Email (ISP, Microsoft Exchange, Lotus Domino) when using Three's Email product. Phone Browsing only; your data usage does not include using your phone as a modem. This Add-on lasts the term of the contract and early termination fees apply.

**Includes free unlimited access to Email on Three, Three's email service, which sends all of your personal (ISP, such as Hotmail or GoogleMail) emails straight to your phone. Email on Three is an unlimited service with no fair use limit or policy. Add-on and Email on Three service available to both Business and Consumer contract customers. Add-on not available to PAYG customers. Internet access for phone browsing only, your data usage does not include using your phone as a modem.

All business Add-ons have a Minimum Term of 12/18/24 months, depending on the Minimum Term of your package.

Add-on	Availability	Includes	Price	Additional MB cost
BlackBerry (Contract term)	Available on all business tariffs	2 GB of push mail and web browsing	£4.26 per month	£1.70†

Compatible with POP/IMAP mailboxes.
Up to 10 email accounts – use both your work and personal accounts.
Available on selected tariffs.
Emails are encrypted giving you peace of mind.
Synchronise contacts, calendar and email.
Works abroad (roaming charges apply).

Prices for business shown excluding VAT. VAT is payable in addition to the current rate. See page 29 for footnotes.
Available to all Business customers, except for Broadband Lite, Broadband Plus & Broadband Max.
†Price plan dependent. All business plans, except Business Sharer plans are £1.70 ex VAT per MB. Business Sharer is free.

Talk & Text.

Add-on[1,2,3,6]	Price	Allowance
Add Voice 250 (Contract term)	£10	250 UK minutes
Add Voice 500 (Contract term)	£20	500 UK minutes
Add Voice 1000 (Contract term)	£40	1,000 UK minutes
Add Landline (Contract Term)	£8.51	2,000 UK minutes
Add Text 1000 (Contract Term)	£4.26	1,000 UK texts

Prices for business shown excluding VAT. Vat is payable in addition to the current rate. See page 29 for footnotes. Add Voice, Add Landline and Add Three-to-Three UK calls are available on all Business plans except for Broadband Lite, Broadband Plus & Broadband Max.
Add Three-to-Three UK calls is free only as part of a sale offer. Add Text 2000 is available to all business plans.

Add-on[6,16]	Price	Allowance	Minimum Term
Add Text with Laptop 100	£8.51	100 text	18/24 months
Add Text with Laptop 150	£12.77	150 text	18/24 months
Add Text with Laptop 200	£17.02	200 text	18/24 months
Add Text with Laptop 250	£21.27	250 text	18/24 months
Add Text with Laptop 300	£25.53	300 text	18/24 months
Add Text with Laptop 350	£29.78	350 text	18/24 months

All Add Text with laptops have a Minimum Term of 18 or 24 months and can only be purchased with Broadband Plus or Broadband Max (18 and 24 months Minimum Term) from selected Three authorised retailers.

Business Mobile Broadband Plans

Surf the web with Mobile Broadband

Package[1,12]	Broadband Casual	Broadband Lite	Broadband Plus	Broadband 5 GB
Monthly charges	£0	£8.74	£13.32	£13.32
Inclusive Data[1]	0 MB	1 GB	3 GB	5 GB
Out of Bundle charge per MB	8.5p	8.5p	8.5p	8.5p
Minimum Term	12/18/24 months	12/18/24 months	12 months	18 months

Package[1,2,3,12]	Broadband Max	Broadband 15 GB 2009	Broadband 15 GB 2009	Business Broadband Share
Monthly charges	£21.66	£13.32	£17.49	£35*
Inclusive Data[1]	7 GB	15 GB	15 GB	10 GB
Out of Bundle charge per MB	8.5p	8.5p	8.5p	Free
Minimum Term	12 months	24 months	18 months	12/18/24 months

Prices for business shown excluding VAT. VAT is payable in addition at the current rate. See page 29 for footnotes.
*Based on minimum two users (£5 monthly charge + £15 per sharer). Refer to page 12 for more details.

Pay As You Go on Three.

Please note, for PAYG customers, all calls made (except calls to short code and premium rate numbers) are rounded up to the nearest minute and are charged by the minute.

Charges for calls, fax and messages.

Per minute / message[3,12]	Three UK Mobiles	UK mobiles	UK Landlines
Voice, fax calls	3p	3p	3p
Voicemail	3p	N/A	N/A
Text messages	2p	2p	N/A
MMS	40p	40p	N/A
Mobile Internet	1p per MB	N/A	N/A

All prices include VAT where applicable. See page 29 for footnotes.

Choose a Top-up (no expiry date)

£10 £15 £20 £25 £30 £40 £50

Add what you need[6].

Our range of Add-ons offer great value for money and will allow you to enjoy our Go Roam in Europe and Go Roam Around the World service. Convert all or part of your Top-up to an Add-on and get great value rates for calling, texting and using the Internet on your phone. Unlimited data is available with All-in-One 25. All Add-ons are valid for 30 days from date of activation (excludes Internet Daily Add-on).

	Choose from	Includes	Price
All-in-One	All-in-One 10	3,000 texts 3,000 minutes 1GB	£10
	All-in-One 15	3,000 texts 3,000 minutes 5GB	£15
	All-in-One 20	3,000 texts 3,000 minutes 12GB	£20
	All-in-One 25	3,000 texts 3,000 minutes 30GB	£25
	All-in-One 35	3,000 texts 3,000 minutes Unlimited	£35

	Choose from	Includes	Price
Text	3,000 Texts	3,000 texts	£5

	Choose from	Includes	Price
Three-to-Three minutes	3,000 Three-to-Three	3,000 Three-to-Three	£5

	Choose from	Includes	Price
Mobile Web Access	500 MB	500 MB	£5
	Internet Daily	120 MB	50p

	Choose	Includes	Price
BlackBerry Add-ons	BlackBerry Add-on	Access to BlackBerry Messenger (BBM), App World, Email and Internet access on your BlackBerry.	£5 every 30 days

International charges[18].

Most Pay Monthly customers, including SIM Only customers and Pay As You Go customers will automatically have international roaming enabled on their account. If you joined us before 22 July 2010 and haven't roamed abroad since, you will need to contact us by calling Three Customer Services (before leaving the UK), so we can activate international roaming for you. If you need to contact Three Customer Services while abroad call ++44 778 2333 333 (this call will be charged at your standard roaming rates). Calls made from abroad to your voicemail will also be charged at standard roaming rates.

Please visit **Three.co.uk/roaming** to see which countries you can roam in and the cost.

Calls made from the UK to anywhere outside the UK normally have a one-minute minimum charge and are then charged by the second[12]. When in an EU destination, the minimum charge for making a call is 30 seconds, after which calls are charged by the second. Calls received in an EU destination are charged by the second with no minimum initial charges. When in a non-EU destination, the cost for making a call is normally charged per minute. Calls received when in a non-EU destination have a one-minute minimum charge and are then charged by the second.

To help you manage your roaming costs, we'll text you information about call charges and roaming rates when you're abroad for each destination worldwide. We've also set up a worldwide data roaming limit of £45 to stop you spending too much. You will need to contact Three Customer Services if you'd like this limit removed.

To see the **roaming rates you'll be charged for calls and texts**, you'll need to know (1) the Band that the country you're in is in and (2) which Band the country you're trying to contact falls within. Note that Go Roam Around the World Extra destinations are excluded from these plans.

Go Roam in Europe	Go Roam Around the World	Band 0	Band 1	Band 2	Band 3	Band 4
Aland Islands, Austria Azores, Balearic Islands, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French Guiana, Germany, Gibraltar, Greece, Guadeloupe, Guernsey, Hungary, Iceland, Isle of Man, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Martinique, Moyotte The Netherlands, Norway, Poland, Portugal, Republic of Ireland, Réunion, Romania, Saint Barthélemy, Saint Martin, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, Vatican City	Australia Brazil, Chile, Colombia, Costa Rica El Salvador Guatemala Hong Kong Indonesia Israel Macau Nicaragua New Zealand Panama, Peru Puerto Rico Singapore Sri Lanka Uruguay US Virgin Islands USA Vietnam	Monaco	Andorra Bosnia and Herzegovina Canada North Cyprus (Turkey) Macedonia Montenegro South Africa Turkey	Rest of the world (that is, not within Go Roam Bands 1 and 2 or Bands 0, 1, 3 or 4). If you can't see the country you're looking for and want to double-check if it falls within Band 2, go to **Three.co.uk/roaming** to see if you can use your Three device there.	Cape Verde Cuba Ethiopia Georgia Kuwait Malaysia Maldives Morocco Oman Russia Tunisia Turkmenistan Ukraine United Arab Emirates Uzbekistan	Ships, Ferries, Airplanes and Maritime Networks

For international data roaming bands and charges, see page 21.

Use your phone abroad at no extra cost with Go Roam[18].

Because your allowance of voice, text and data units can be used in the UK and in specified Go Roam in Europe and Go Roam Around the World destinations, you can call and text back to the UK and get online without paying a penny more subject to our fair policies.

As a reminder, Go Roam can be used in the following Go Roam in Europe and Go Roam Around the World destinations. Note that Go Roam Around the World Extra destinations are excluded from these plans.

Go Roam in Europe	Go Roam Around the World
Aland Islands, Azores, Balearic Islands, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French Guiana, Germany, Gibraltar, Greece, Guadeloupe, Guernsey, Hungary, Iceland, Isle of Man, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Martinique, Mayotte, The Netherlands, Norway, Poland, Portugal, Republic of Ireland, Réunion, Romania, Saint Barthélemy, Saint Martin, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, Vatican City.	Australia, Brazil, Chile, Colombia, Costa Rica, El Salvador, Guatemala, Hong Kong, Indonesia, Israel, Macau, New Zealand, Nicaragua, Panama, Peru, Puerto Rico, Singapore, Sri Lanka, Uruguay, US Virgin Islands, USA, Vietnam.

Out of allowance charges when in a Go Roam destination

If you use up all of your plan's allowances or Add-on allowances as a Pay As You Go customer, you'll be charged for additional use at the 'out of allowance' rates below:

		Where are you calling or messaging?			
		Back to the UK	Back to Go Roam in Europe destinations[Ø]	Anywhere else in the world	Cost to receive
Where are you calling, texting or getting online?	**Call charges per minute**				
	Go Roam in Europe	3p	3p	£1.40	Free
	Go Roam Around the World	3p	3.3p	£1.40	Free
	SMS charges per message				
	Go Roam in Europe	2p	2p	Up to 2p	Free
	Go Roam Around the World	2p	2p	Up to 2p	Free
	Internet Data (per MB)				
	Go Roam in Europe	1p			NA
	Go Roam Around the World	1p			NA

[Ø]The selected European destinations are: Aland Islands, Austria, Azores, Balearic Islands, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French Guiana, Germany, Gibraltar, Greece, Guadeloupe, Guernsey, Hungary, Iceland, Isle of Man, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Martinique, Mayotte, The Netherlands, Norway, Poland, Portugal, Réunion, Republic of Ireland, Romania, Saint Barthélemy, Saint Martin, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, Vatican City.

MMS don't form part of your allowance; therefore the following charges will apply when in a Go Roam destination (regardless of which country you are calling or messaging):

	Cost to make call / send message	Received
MMS (per message)[3, 8]	40p	Free

Prices quoted above include VAT, where applicable.
Check **Three.co.uk/go-roam** for more information and the latest on which destinations are included.

Is there any other information about Go Roam that I should know?

Use of Three Services in our Go Roam destinations is subject to our fair use policies. These fair use policies differ depending on whether you are roaming in a Go Roam in Europe or Go Roam Around the World destination and may be updated from time to time:

Go Roam in Europe

- If you're roaming in our Go Roam in Europe destinations, you can use a portion of your data allowance each month at no extra cost. If you have a data allowance greater than 12GB, you can use up to 12GB of data each month to get online. If you use 12GB and still have remaining data allowance available, you can continue to use your data, but this is subject to a surcharge currently 0.3p/MB.
- There are no fair use limits for calls made or texts sent to standard landline or mobile numbers within our Go Roam in Europe destinations or back to the UK.

Go Roam Around the World

- If you're roaming in our Go Roam Around the World destinations, you can use a portion of your allowance of voice minutes, texts and data each month at no extra cost:
- If you have more than 12GB data included in your allowance, you can use up to 12GB of data each month to get online. If you use 12GB and still have remaining data allowance available, you can continue to use your data, but this is subject to a surcharge currently 0.3p/MB.
- If you have more than 5,000 texts included in your allowance, you can send up to 5,000 texts back to the UK each month from a Go Roam Around the World destination.
- If you have 3,000 or more minutes included in your allowance, you can talk for up to 3,000 minutes on calls made to standard UK landlines or mobile numbers each month.
- If you exceed the fair use limits for minutes or calls for any two months within a rolling 12-month period we have the right to suspend international roaming on your account, meaning you will no longer be able to use your device or allowances abroad. Of course, we will let you know in advance if this is likely to happen.

Go Roam in Europe and Go Roam Around the World

- Go Roam is intended for our UK customers, who are UK residents visiting one of the destinations for short periods, like holidays or business trips. It isn't designed for people who live abroad or stay for extended periods.
- As such, if you roam exclusively in one or more of our Go Roam destinations (including both Go Roam in Europe and Go Roam Around the World) for any two complete months in a rolling 12-month period, we may suspend international roaming on your account, meaning you will no longer be able to use your phone or device abroad. Of course, we'll let you know in advance if this is likely to happen.
- If you spend a full month abroad but some of that time is spent in a destination that isnt included in Go Roam, this fair use policy wont apply.
- In Go Roam destinations, Three may deploy traffic management measures, known collectively as TrafficSense™, to protect the network and to give customers the best internet experience. Find out more about TrafficSense™

You can find our more about Go Roam at three.co.uk/go-roam. And just so you know, we reserve the right to extend, withdraw or modify the terms of Go Roam and/or the destinations of service included at any time.

Where are you calling or messaging? [3, 8, 12]	Call cost (per minute)	Cost (per message)
UK to Brazil, Chile, Colombia, Costa Rica, El Salvador, Guatemala, Indonesia, Israel, Macau, Nicaragua, Panama, Peru, Puerto Rico, Singapore, Sri Lanka,Uruguay, US Virgin Islands and Vietnam.	£1.02	25.2p
UK to Australia, Hong Kong, New Zealand and USA.	56.2p	25.2p
Aland Islands, Austria, Azores, Balearic Islands, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French Guiana, Germany, Gibraltar, Greece, Guadeloupe, Guernsey, Hungary, Iceland, Isle of Man, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Martinique, Mayotte, The Netherlands, Norway, Poland, Portugal, Republic of Ireland, Réunion, Romania, Saint Barthélemy, Saint Martin, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, Vatican City.	46p	25.2p

What about destinations not covered by Go Roam – how much will it cost to use my phone there?

It's important to remember that the allowances included in your Pay Monthly Package are for calls and texts to standard UK numbers, not international numbers. Our international charges for calling or texting vary depending on (1) where you are and (2) where the person you are calling or texting is located. The relevant international costs to call or text outside of our Go Roam destinations are located below.

The cost of data use abroad (when not in a Go Roam destination) is set out on page 21 (please note, the 'Bands' are different for data use).

To see the roaming rates you'll be charged when in a specific country, use the table on page 17 to identify the band that the country you're going to falls within and if you are contacting someone in a different country (on an international number), check which band that destination falls into. Then check the tables below.

Making and receiving calls to standard mobile and landline numbers when abroad [12]

		Where are you calling?		
		Back to the UK & within the same Band (per minute)	Anywhere else in the world (per minute)	How much will it cost to receive a call in these Bands? (per minute)
Where are you calling from?	Band 0	10p	£1.40	0.9p
	Band 1	£1.40	£1.40	99p
	Band 2	£2.00	£2.00	£1.25
	Band 3	£3.00	£3.00	£1.25
	Band 4	£3.00	£3.00	£1.25

Note: The above tables do not include out of allowance roaming charges for Go Roam destinations – please see page 18 for these.

Sending and receiving texts while abroad [3, 8]

Where are you texting from?	Cost to send (per message) to anywhere in the world	Cost to receive a text (per message)
Band 0	4p	Free
Band 1	35p	
Band 2	35p	
Band 3	35p (except if you're in Russia, Cuba or Tunisia, in which case it will cost 50p).	
Band 4	50p	

Internet and data usage abroad.

When you roam onto other international networks where data roaming is available, the charges below will apply (except if you're in a Go Roam in Europe or Go Roam Around the World destination – see page 18 for more information).

The speed and availability of Internet access when abroad will depend on a number of factors, including which network you are roaming on and the services they have available – for example, 4G networks may not be available, in which case you may only be able to enjoy 3G speeds. Other factors which may affect the speeds that you'll experience include your distance from the nearest mast, your location in a building, local geography and the type of device you're using. Certain services such as audio and/or video streaming may be slower as a result than in the UK. For the latest information on which countries you can roam in and on which networks, visit **Three.co.uk/roaming**

Band	Countries	Cost per MB
Data Band 1	Monaco.	10p
Data Band 2	Benin, Botswana, North Cyprus (Turkey), India, Ivory Coast, Japan, Philippines, South Africa, Taiwan, Thailand, Turkey, Yemen.	£3
Data Band 3	Rest of the World excluding Go Roam destinations – see page 6. Maritime Networks (Ships, Ferries, Cruise Liners), Airlines.	£6

Data charges are for data sent and received and are calculated to the nearest kilobyte.

If you're roaming in a destination where our Data Passport is available (see page 6), you can also choose to buy an unlimited, data allowance for a daily charge of £5 which lfor 24 hours from activation.

Calling and texting abroad from the UK.

If you're on a Pay Monthly plan which has an inclusive allowance, your inclusive allowances can't be used to make calls or send messages to international numbers. If you're calling abroad, the cost will depend on which band the number you are calling falls within (see table on page 17). If you're receiving a call from an international number, when in the UK, you won't be charged to receive that call.

Calls made from the UK to anywhere outside the UK normally have a 1 minute minimum charge and are then charged by the second[12]. For call charges to international non-standard numbers see **three.co.uk/nts**

Voice calls made from the UK to a standard international number

Where are you calling?	Cost (per minute)
Go Roam	See page 19
Band 0	46p
Band 1	56p (except calls to South Africa, which cost £1.02 per minute)
Band 2	£1.02
Band 3	£1.02
Band 4	Charges vary by country code dialled and/or network

Make international calls for less from the UK, only on Pay As You Go

With no connection fee and no need to sign a contract, we make it easy for you to stay in touch with friends and family around the world. By simply adding a 3-digit prefix in front of an international landline or mobile number, you can call abroad from as little as 1p a minute. Any call charges are per minute and are taken off your normal Pay As You Go credit.

Visit **Three.co.uk/paygint** for more information.

Country	Landline or Mobile	Short code	Pence per minute
Afghanistan	Mobile	402	18
Afghanistan	Landline	403	22
Australia	Mobile	404	14
Australia	Landline	405	3
Bulgaria	Mobile	425	25
Bulgaria	Landline	426	4
Canada	Mobile	408	1
Canada	Landline	408	1
China	Mobile	410	3
China	Landline	411	3
France	Mobile	427	10
France	Landline	428	3
Germany	Mobile	429	12
Germany	Landline	430	3
Hungary	Mobile	431	11
Hungary	Landline	432	3
India	Mobile	412	3
India	Landline	413	3
Ireland	Mobile	433	14
Ireland	Landline	434	2
Italy	Mobile	435	15
Italy	Landline	436	3
Jamaica	Mobile	437	19
Jamaica	Landline	438	18
Japan	Mobile	414	10
Japan	Landline	415	4
Lithuania	Mobile	416	13
Lithuania	Landline	417	3
Nigeria	Mobile	439	9
Nigeria	Landline	460	9
Pakistan	Mobile	418	12
Pakistan	Landline	419	8
Philippines	Mobile	461	13
Philippines	Landline	462	10
Poland	Mobile	420	9
Poland	Landline	421	2
Portugal	Mobile	463	14
Portugal	Landline	464	3
Romania	Mobile	465	10
Romania	Landline	466	3
South Africa	Mobile	422	12
South Africa	Landline	423	4
Spain	Mobile	467	10
Spain	Landline	468	3
Turkey	Mobile	469	9
Turkey	Landline	470	4
USA	Mobile	424	3
USA	Landline	424	3

Sending messages from the UK to an international number

If you're sending messages from the UK to an international number, the cost is the same regardless of where you're messaging or calling:

Charges from the UK to any country	Cost to send (per message)	Cost to receive
SMS	25.2p	Free
MMS	40p	Free

Calling a satellite number

Calls made (either from the UK or while abroad) to a satellite number (these usually start with the prefix 0087 or 0088) cost up to £7.66 per minute, regardless of where in the world the call is received.

Special calls.

Certain kinds of calls within the UK fall outside the main price levels and are not included in your monthly allowance of inclusive minutes. Charges for these calls are shown in the following tables. Please call Customer Services for details of specific numbers. Visit **Three.co.uk/nts** to check the price for specific 07, 08, 09 or 118 numbers.

From 1 July 2015, calls to numbers starting 0800 and 0808 are free for all customers and calls to numbers starting 084, 087, 09 and 118 are now split into two elements: an Access Charge (set by us at 45p per minute, with a 1 minute minimum charge) and a Service Charge (set by the company you're calling – they'll tell you this).

Calls, Data and Fax to other phone numbers (per minute[12] unless otherwise stated)[1]

Number prefix	Price	Included in all price plan/Pay As You Go allowances
116000 / 116006 / 116111 / 116117 / 116123 Hotline for missing children, Helpline for Victims of Crime, Child Helpline, non-emergency medical on-call service, Samaritans.	Free	Free
0800, 0808	Free	Free
Calls whilst you're in the UK to 333 (Three Customer Services), 444 / 555 Pay As You Go Top-up/balance enquiry, 999 / 112 – Click here to check the price.	Free	Free
NHS 111	Free	Free
500 – Three Mobile Broadband customer services	On-net Mobile charges apply (see individual price plan for details).	Yes
101 Single non emergency	Free	Free
105 National power emergency	Free	Free
05 corporate numbers and IP Phones, 082 – Click here to check the price.	All Pay Monthly price plans – 15.3p per minute. Pay As You Go – 10.2p to 15.3p per minute, click here to check the price.	No
084 / 087 – Click here to check the price.	45p a minute Access Charge (1 minute minimum charge) plus a Service Charge (set by the company you're calling). The total cost of the call is the Access Charge plus the Service Charge.	No

Number prefix	Price	Included in all price plan/ Pay As You Go allowances
Non Standard 07 numbers – 0740659 / 074060 / 074061 / 074062 / 0740671 – 9 / 074176 / 074181 / 074185 / 074414 / 074515 / 075200 / 075201 / 075203 / 075204 / 075205 / 075207 / 075208 / 075209 / 075370 / 075373 / 075375 / 075376 / 075377 / 075580 / 075581 / 075582 / 075590 / 075591 / 075592 / 075593 / 075594 / 075595 / 075596 / 075597 / 075598 / 075710 / 075718 / 075890 / 075891 / 075892 / 075893 / 075898 / 075899 / 077001 / 077442 / 077443 / 077444 / 077445 / 077446 / 077447 / 077448 / 077449 / 077552 / 077553 / 077554 / 077555 / 078221 / 078223 / 078224 / 078225 / 078226 / 078227 / 078229 / 078644 / 078727 / 078730 / 078745 / 078920 / 078922 / 078931 / 078933 / 078938 / 078939 / 079111 / 079112 / 079117 / 079118 / 079245 / 079246 / 079780 / 079781 / 079784 / 079785 / 079786 / 079788 / 079789	Out of allowance UK mobile charges apply (see individual price plans for details).	No
International 07 number prefixes for Isle of Man and Channel Islands (Jersey, Guernsey, Alderney, Herm, Sark): 074184 / 074520 / 074521 / 074522 / 074523 / 074524 / 075090 / 075091 / 075092 / 075093 / 075094 / 075095 / 075096 / 075097 / 07624 / 077003 / 077007 / 077008 / 07781 / 077977 / 077978 / 077979 / 078297 / 078298 / 078299 / 07839 / 078391 / 078392 / 078397 / 078398 / 079240 / 079241 / 079242 / 079243 / 079244/ 079247 / 079248 / 079370 / 079371 / 079372 / 079373 / 079374 / 079375 / 079376 / 079377 / 079378 / 079379 / 07781	International Band 0	No
Where are you calling? three.co.uk/specialnumbers3	£2.75 per min	No
0087 and 0088* (Satellite phones)	£7.66 per min	No
076 – Pager	£1.22 per call plus 85.8p per min	No
Personal numbering (070) – Band 1	30.6p per min	No
Personal numbering (070) – Band 2	£1.04p per min	No
Personal numbering (070) – Band 3	£1.22 per call plus 85.8p per min**	No
Premium rate (090, 091, 098) – Bands A, B, C, D and E – click here to check a specific price.	Access Charge of 45p a minute (1 minute minimum charge) plus a Service Charge (set by the company you're calling). The total cost of the call is the Access Charge plus the Service Charge.	No
Relay UK (18000,18001) – Click here to check the price.	Out of allowance	No

All prices include VAT where applicable.
*Satellite calls e.g. Inmarsat, excluding International Calls.
**Both charges from the start of the call, see page 29 for footnotes.

Directory Services.

There are now a host of directory enquiry services available, all of which have different phone numbers and different charges.

The table here does not show the full list of Directory Services available (which is changing frequently) – Click here for current details.

Charges for Three Directory services[1]	Price
National 118333 – multi-search	45p a minute Access Charge (one minute minimum charge) + £1.50 to connect + (after the first minute) a Service Charge of £1.50 per minute.
International 118313 – multi-search	45p a minute Access Charge (one minute minimum charge) + £4.45 to connect + (after the first minute) a Service Charge of £2.57 per minute.
Directory Services for people with disabilities – 195 – multi-search	Free to call 195 for Three registered users. If the 195 operator then connects you to a number you've searched for, your call will be charged at the standard rate for your price plan or will come out of any available allowance you have. This includes Pay As You Go Add-ons. Free text message with the number(s) you've requested.

All prices include VAT where applicable. See page 29 for footnotes.

Other Services.

What we charge you for a whole range of other activities.

Charges for other services	Price
Text delivery report	1.2p per request
Additional copy of invoice	£5.11 per copy
Fully itemised bill	£1.50
Replacement SIM	Free
Charge for change of Price Plan	£25 (Up to)
Unlock Fee	£0.00
Change of phone number	£10.21
Cancellation fee[10]	Lump sum equivalent to the total of the Monthly Charges remaining during the Minimum Term of your agreement less a variable discount, currently **3%**. We reserve the right to vary the amount of the percentage discount from time to time.
Charge for returning any missing or used accessory	See points to note.
Charge for failed / late payment	£5.11

All prices include VAT where applicable.

Points to note.

Inclusive allowances.

On our price plans for Pay Monthly customers and most SIM plans (excluding SIM Zero), you may receive a monthly inclusive allowance which can be used in the UK and our Go Roam destinations up to the fair use limits set out in this Price Guide or at **Three.co.uk/go-roam**. If you do not use up your allowance in that month, you lose the unused portion of your allowance and it does not roll over to the next month. For Pay As You Go customers, Top-ups have no expiry date and Add-ons are valid for 30 days (excludes certain Internet Add-ons) from the date and time of activation (but you must remember to activate them within 90 days of date of purchase).

Want to tether?

If you're a Pay As You go customer, you can use your Add-on data allowance or your top-up credit at 1p/MB to create a Personal Hotspot in the UK and our Go Roam in Europe destinations (also known as 'tethering'). If you're on one of our contract plans (handset and SIM) we're happy for you to use your data allowance as a Personal Hotspot in the UK and in our Go Roam in Europe destinations. This means you can connect your phone to other devices via USB or Wi-Fi to connect to the Internet. If you're in a Go Roam Around the World destination, you won't be able to use your allowance or Tethering Add-on to tether.

Cancellation and unlock fees.

If you bought your handset from Three, it may be locked to the Three network. We'll unlock this for you at no extra cost. If you want to cancel your contract before the end of your Minimum Term, you'll be asked to pay a Cancellation Fee. For more information please call Three Customer Services.

The following information does not apply if you are a Pay As You Go customer or Business customer.

When you cancel your account, you won't be able to view your bills on My3 or the Three App, so we'll send you your final bill by post. If your account is in credit when it closes, you may be owed a refund. Any refund owed to you over 50p, will be refunded within 14 days of your final bill. This refund will be sent to the bank account linked to your Three account. If you settle your monthly bill by card payment, any refund owed to you will be refunded directly to your card.

If your refund is less than 50p, a refund can be arranged by using our Live Chat service or by calling 0333 338 1001 (if you are a pay monthly customer), or 0333 338 1003 (if you are a MBB customer), standard call rates apply. If we cannot refund your credit and it remains unclaimed for a period of 6 months, Three will donate this credit to our charity partner.

Please note, not all types of credit are eligible for a refund. To find out more about our terms and conditions on refunds, please visit three.co.uk/terms-conditions.

Plan, The One Plan and our All-in-one 35 Add-on on Pay As You Go. It's also part of some Talk and Text plans. It gives you all the Internet use you need when you're in the UK without the fear of 'bill shock'. With Unlimited data you can even use up to 12 GB a month in our Go Roam destinations. For International data roaming costs, when not in a Go Roam destination, please visit the roaming section of our website or page 21 in this Price Guide.

Can't find details of your Price Plan?

This price guide includes details of Pay Monthly and SIM plans that a number of our customers are on, if they joined us before 18 March and 15 July 2014, respectively. If you're on one of our older price plans, it may not have been included in this Price Guide – you can call us on 333 (free from your Three phone or 0333 338 1001 from another phone (standard call rates apply)) and we'll be able to provide you with this information. For details of our new price plans, please select the appropriate Price Guide from **Three.co.uk/priceguide**

Unlimited data – what is it all about?

Unlimited data provides for worry-free Internet use. Even if you used your phone for every minute of every day you could only use around 1000 GB each month. A usage cap has been set at a 1000 GB in order for example to identify commercial use of the service, which is not permitted under the Terms for Three Services. Unlimited data is part of our Ultimate Internet

How do you measure data usage?

Data usage is measured in bytes, this is then aggregated up into large units of measure

- Kilobyte (kB) = 1024 bytes
- Megabyte (MB) = 1024kB
- Gigabyte (GB) = 1024MB
- Terabyte (TB) = 1024GB
- Petabyte (PB) = 1024TB

All current data tariffs are charged and purchased as part of an inclusive allowance and / or as part of an Add-on which provides a specified amount of data you can use for a fixed price. Data usage is calculated based on the amount of data that travels over the data network. Please note that usage may include re-sent data packets and packets added to control the flow of data over the network.

Data is charged at each full MB level. Any partial MB usage will then be prorated as per the customer plan.

Charges for used, damaged or missing devices or accessories.

1. If you return your device to us under our returns policy with missing or damaged accessories, you will be charged as follows:

Make	Accessory Type	Description	Missing / Damaged Accessory Charge
Apple	Charger	Apple Travel Charger 3 pin	£23.00
Non Apple	Charger	Mains Charger	£10.00
All	Handsfree	Personal Handsfree	£10.00
Apple	USB Cable	Apple USB Cable	£15.00
Non Apple	USB Cable	USB Cable	£10.00
All	Battery	Battery	£20.00
All	Memory Card	1 GB Micro SD card	£5.00
All	Memory Card	2 GB Micro SD card	£10.00
All	Memory Card	4 GB Micro SD card	£15.00
All	Memory Card	8 GB Micro SD card	£20.00

2. If you return your device used or damaged under our returns policy we will charge you a fee based on the particular device make and model, this could be as high as £234.

Footnotes.

1. If your package includes a set of allowances, it's made up of a number of units which automatically convert into voice minutes, texts or data when you use your device to make a call, send a text or use data. A unit means either one minute of calls, one text or one megabyte of data. To help you understand the value you're getting from your plan, you'll see a breakdown of the exact cost of the units included within your allowances on page 2 of your monthly bill in the 'Answering Your Questions' section titled 'About Your Allowance's Unit Costs'. An example of the unit costs for a tariff such as The One Plan is as follows: 0.7p per minute, 0.08p per text and 0.008p per megabyte. These aren't charges for going over your allowance, these units are included in your plan. They also don't include any one-off reductions, discounts or any 30-day or rolling short-term Add-on allowances – the costs for short-term Add-on allowances are shown in the table on page 31. If any of your allowances are unlimited, for the purposes of calculating a price for you on your bill, we treat them as entitling you to either 3,000 minutes, 5,000 texts or 25 GB of data, so that we can show a cost. If any of your allowance can be used for two different things, like minutes and texts, we base the costs on you using half of your allowance on each type. For example, if you have 500 allowance units that you can choose to use as either minutes or texts, we base the costs on you using 250 texts and 250 minutes. Inclusive voice minutes in any price plans or Add-ons are for voice calls made either from the UK or while in a Go Roam in Europe or Go Roam Around the World destination to any other standard UK mobile (beginning 07 but excluding certain numbers – see page 25 for details) landline (beginning 01, 02 and 03) and voicemail (retrieved by calling 123 from your mobile in the UK) or for calls to standard landlines or mobile numbers made between Go Roam in Europe destinations Around the World destination. Inclusive texts are texts either sent in the UK or sent while in a Go Roam destination to a UK standard mobile (beginning 07 but excluding certain numbers – see page 25 for details) or to a standard mobile number from a Go Roam in Europe or Go Roam Around the World destination if sent from the same or another Go Roam in Europe destination. Inclusive video minutes on video pack with mobile are for video calls made from the UK or in a Go Roam in Europe or Go Roam Around the World destination to other Three UK mobiles. No rollover of monthly allowance to next month for Pay Monthly customers. Pay As You Go Top-up vouchers have no expiry date once activated (vouchers must be activated within 90 days of purchase). Pay As You Go Add-ons are valid for 30 days from date and time of activation, apart from Internet Daily, which lasts for 24 hours from activation and Internet Weekly, which lasts for seven days from activation. Pay As You Go Add-ons are valid for 30 days from date and time of activation, apart from Internet Daily, which lasts for 24 hours from activation and Internet Weekly, which lasts for seven days from activation. After monthly or Top-up allowance is used up, prices for additional use are shown in our service prices tables at the front of this guide (page 11 for Business customers and page 15 for Pay As You Go customers). If your inclusive allowance runs out during a call, we will charge you for the remainder of the call at the charges published in this guide. International calls and messages not covered by Go Roam, calls and messages made and received whilst abroad in non-Go Roam destinations, premium rate calls and messages, reverse charge messages not covered by Go Roam, message alert services and directory service calls, calls to numbers that are not on the THA list, non-geographic numbers (087, 084) and special numbers (eg 090, 070) are excluded from any monthly and Top-up voice and messaging allowances. See pages 25 and 26 for details of these charges. You can return a call directly to someone who has left you a message by simply keying # at the end of their message. This is called Call Return (returning a call directly from the voicemail service). When using Call Return, calls are charged at your standard price plan rates or from any inclusive allocation, as though you had made the call directly. Call Returns will be shown separately on your bill. Call Return from voicemail may not be made to certain numbers such as international and premium rate numbers. Any call-barring restrictions you have will also apply. You can only return one call directly from the voicemail service. As soon as you finish the call you will be disconnected and will have to redial into voicemail if you wish to continue listening to your voicemail. If you divert your incoming calls to another number, we'll charge you for each redirected call. The cost of the redirected call depends on your price plan and type of number.

2. Monthly allowances for MMS messages only apply to messages within the UK,except if you are in a Go Roam in Europe or Go Roam Around the World destination in which case, your monthly allowances for photo messages will also apply. Messages sent from the UK to international destinations, messages sent and received whilst abroad, messages and alerts received as part of Three's Alerts services are excluded from any monthly Top-up and Add-on allowances for messages.

3. Each text/MMS/message can accommodate 160 characters. Some handsets allow for more, these will be divided and sent in numerous messages (depending upon length). Each message will be deducted from your Top-up, Add-on or monthly allowance (if any) or charged at standard rates. When you send messages to several recipients at the same time you will be charged separately for each recipient. Messages sent to a SMS short code (usually 3 to 8 digits long and begin with 6, 7 or 8 or are 9 digits beginning 70) are a type of Premium Rate Service and will not come out of any inclusive or Add-on allwance. These will cost 15p per message plus the charge for the message received from the short code number (which is set by the company being contacted).

4. Monthly allowance is applied as a discount against spend on content usage. Excludes certain short code services and third party ringtone services charges via SMS and Add-on purchase. Service limitations apply.

5. Assumes use of Three USB modem, PC software dependent.

6. Only one of each Add-on is allowed per account, per month. Pay As You Go customers can purchase more than one Internet Daily Add-on per month. There is no rollover to the next month for any Add-on. Three reserves the right to suspend, modify or withdraw Add-ons, without notice, at any time. For Pay Monthly customers, each Add-on has one month Minimum Term when purchased except for (i) Add Text with Laptop, which has a Minimum Term of 18 or 24 months, (ii) Video Pack with mobile Add-ons, which have an 18-month Minimum Term and (iii) most business Add-ons (except Add Internet Max, Add International Call Saver and 3Cover, which all have the same Minimum Term as your underlying package). For Pay As You Go customers, Top-ups must be activated via My3 or by calling 444 within 90 days of purchase. Once activated Top-ups have no expiry date.

For Business Share plans, Minimum Term Add-on allowance is only available to individual sharer member purchasing Add-on (not all members registered on Business Share Plan).

7. Usage for Add-ons is unlimited for Add Video Pack (excluding Mobile TV, subscription services, Music, Tunes & Pix, Restricted, Buy & Multiplayer games, Hot Candy, Pics & Flics, all short code content and certain specific content). Add TV Channels excludes Adult TV services, TV series Passes, Mobitv and individual clips from TV shows. Handset dependent.

8. International messaging function is subject to services arrangements with respective networks abroad. Calls and messages to these numbers are excluded from any inclusive allowance on all price plans on Pay Monthly and Pay As You Go except as stated as part of Go Roam. Premium rate short code text messages sent while abroad are charged at standard roaming SMS charge plus short code charges.

9. Not used.

10. Cancellation fee: Pay Monthly customers only – there is no cancellation fee if you wish to cancel after your Minimum Term has finished.

11. Monthly Business choice allowance is a total allowance to share between all members registered on the same Business Share tariff. If additional members join a Business Share tariff during the contractual Minimum Term, the Access Charge will carry on until the end of the last new member's contract but all existing sharers' Minimum Terms will remain unchanged. Each member has their own Minimum Term contract which commences on the day that member signs up to the Business Share Plan and is not related to other sharers' Minimum Term who join the plan at a later date. The Access Charge is payable in addition to any Member Fee from the date the first member joins the Business Share Plan until the last members (to join the Business Share Plan) Minimum Term expires. The access fee and each member's monthly fee makes up your monthly recurring charge for the purpose of the Cancellation Fee.

12. Charging/Billing. Pay Monthly – All calls made by Pay Monthly customers (except calls to short code, premium rate numbers and calls to Service Numbers) are initially rounded to the first minute and are billed per second thereafter. After the first minute for Pay Monthly customers, calls are charged by the second, except some international roaming calls, calls to some Service Numbers and Special Calls. The call duration will be mathematically rounded to the nearest second.

Calls to Service Numbers (starting 084, 087, 09 and 118) are charged differently, with the total cost split into an Access Charge and a Service Charge. The Access Charge element of these calls, will be treated as a minimum of one minute. If your call lasts less than one minute, your Access Charge will be rounded up to a duration of one minute. For calls of more than one minute, the Access Charge element is treated as lasting for its actual duration, with fractions of a second being rounded to the nearest second. The Service Charge element is set by the company you're calling and may comprise (1) a price per minute Service Charge; (2) a price per call Service Charge; (3) a price per call Service Charge plus a price per minute Service Charge (which runs from the start of your call); and (4) a price per call Service Charge plus a price per minute Service Charge (which runs from 60 seconds after the call starts). If the Service Charge includes a price per minute Service Charge, this will be treated as lasting its actual duration (except if the first 60 seconds have been excluded), with fractions of a second being rounded to the nearest second. For example, if you make a call to a service number, where the Service Charge is 10p per minute, which is simply charged at a price per minute rate and your call lasts 30 seconds, you'll be charged a total of 30p for this call, as the Access Charge element will be rounded up to a duration of one minute at 45p plus 5p for the 30 seconds of call time for the Service Charge element.

13. Spend Caps – We ask all new and upgrading customers at point of sale if they want to set a spend cap on their monthly bills. If they choose to do so, the cap will be applied to their account within 7 days of the request.

The spend cap can be set or changed by the customer at any time – visit three.co.uk/control-your-spend

We've automatically applied spend limits to the amount you spend on third party digital content and premium rate calls (including directory enquiries) and messages (including SMS shortcode messages). The limits are £40 per single payment transaction and the cumulative sum of £240 for payment transactions made over the course of a calendar month. These limits are set by law and can't be changed. For more information, including confirmation of what types of transactions are affected, visit Three.co.uk/spendlimits.

Each individual charge on your bill is shown with VAT included (where relevant) and is rounded up or down to the nearest tenth of a penny to make it easier to read. This rounding process means that the total charges you see on our bill summary page may not always be identical to the 'Total due by' charge you see on the front page of your bill. Don't worry, this is normal and you're not being overcharged or undercharged. The actual amount you need to pay is the one shown on your bill's front page, next to 'Total due by'.

To request a VAT invoice: if you're on one of our Business Plans, you will automatically be issued with a bill that can be used for VAT purposes. For all other customers on the plans within this Price Guide, you can request a VAT invoice by calling 333 free from a Three phone, or 0333 338 1001 from any other phone (standard call rate applies) and select the Billing option. Three will only issue a tax invoice where it is obliged to do so following a few simple verification checks.

First Month pro-rated. Unless otherwise stated, your first month's allowance and charge for your price plan or Add-on will depend on when in the month you join Three or when you decide to select your Add-on. Whenever that is, you can start using your allowance for your price plan or Add-on straight away. We'll work out an appropriate allowance and charge to take you to the end of the first month. After that, you simply pay the standard monthly line rental or Add-on charge for a full month's allowance. The exception to this is if you purchase one of our Add Personal Hotspot Add-ons, the first month of which will not be pro-rated. You will simply receive the full monthly allowance and be charged the full amount for that Add-on in the first month of purchase.

Add-on Costs.

Add-on	Cost (pence)
£1 Video pack	10.00
Add 250 MB	0.80
Add 1 GB Personal Hotspot	0.49
Add 3 GB Personal Hotspot	0.28
Add 6 GB Personal Hotspot	0.13
£2 Video pack	10.20
£2 Video pack with mobile	10.55
Add Internet 10	25.50
£3 Video pack	10.20
£3 Video pack with mobile	10.57
Add Landline 1000	0.50
£5 Video pack	10.20
Add Unlimited Blackberry	0.25
Add Text 1000	0.51
X – Series Silver	0.25
Add text 75	6.81
Add Internet Max	0.25
BlackBerry Email & Internet	0.25
£5 Video pack with mobile	10.56
£6 Video pack	10.22
£6 Video pack with mobile	10.58
£7 Video pack	10.21
£7 Video pack with mobile	10.57
£8 Video pack	10.21
£8 Video pack with mobile	10.58
£9 Video pack	10.00
£9 Video pack with mobile	10.58
Add Text Unlimited	0.33
Add 3 to 3 calls	0.50
X – Series Gold	0.50
Add Landlines	0.51
Add Text 200	5.11
Add Broadband Lite	1.00
£10 Video pack with mobile	10.57
£12 Video pack	10.21
£12 Video pack with mobile	10.58
£15 Video pack	10.21
Add Broadband Plus	0.50
£15 Video pack with mobile	10.58
Add Text 500	4.09
£20 Video pack with mobile	10.58

14. Add Call Abroad 100 (100 voice minutes for £5) or Call Abroad Unlimited (unlimited voice minutes for £10) if you regularly call abroad from the UK.

The allowance can be used to call standard landlines and mobiles in Australia, Austria, Bangladesh, Belgium, Bermuda, Brunei, Bulgaria, Canada, China, Colombia, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Guam, Hong Kong, Hungary, Iceland, India, Ireland, Israel, Italy, Japan, Kuwait, Latvia, Lithuania, Luxembourg, Macau, Malaysia, Malta, Mexico, Mongolia, Namibia, Netherlands, New Zealand, Norway, Paraguay, Poland, Portugal, Puerto Rico, Romania, San Marino, Singapore, Slovakia, South Korea, Spain, Sweden, Switzerland, Thailand, USA.

These Add-ons cannot be used while roaming outside the UK and non-standard and premium rate numbers are excluded.

Please be aware these are recurring add-ons which will refresh each month until you choose to cancel and you'll be charged the full amount regardless of when you buy or cancel the add-on.

15. Inclusive GB allowances within Mobile Broadband Ready to go Kits are valid for up to: (i) 3 months (for 3 GB kit), (ii) 12 months (for 12 GB kit) or (iii) 24 months (for 24 GB kit) from the date of activation. Once your Mobile Broadband Ready to go Kit GB allowance is reached or expires, an additional Mobile Broadband Add-on must be purchased. Add-ons last for 30 days once activated (excludes Mobile Broadband Ready to go Kit allowance). Activation starts as soon as you have converted a Top-up. Outside of your Add-on allowance data usage will be charged at £1 per MB. Charged by the byte. Mobile Broadband is compatible with Windows 2000, XP and Vista operating systems and Mac OS (may require additional drivers). Maximum speeds of up to 2.8Mbps on Three's HSDPA network.

16. Add Text with Laptop. All Add Text with Laptop Add-ons have a Minimum Term of 18 or 24 months and can only be purchased with Broadband 5 GB, Broadband Lite or Broadband 15 GB plans (on an 18 or 24-month Minimum Term contract) direct from Three or via selected Three authorised retailers. Inclusive texts are texts sent in the UK from laptop to standard UK mobiles. Laptop supplied by Three (in respect of Add-ons purchased via Three) or from authorised Three retailer (in respect of Add-ons purchased via an authorised Three retailer) at no additional charge.

17. Three Wireless Modem is available as a package with a bundle of text messages which can be sent from a PC. The Wireless Modem is also available on its own in some Three retail channels from £39.99 depending upon the price plan. Alternatively, you could buy an 'Add-Text with Device' Add-on and get this whole package from only £2 per month as well as your chargeable data plan (minimum 18-month term contract), where the Wireless Modem is essentially included at no extra charge with a text bundle. Inclusive texts are texts sent from a compatible PC in the UK, to UK mobiles using a text messaging application on your PC. You need to download the software for the text message application (included with the Wireless Modem) and this currently works with Windows XP or Vista. The text messaging application currently doesn't work with Mac operating systems, but it can be used for Mobile Wi-Fi.

18. Three reserves the right to extend, withdraw or modify the terms of Go Roam and/or the destinations included at any time. If your plan, or Add-on, allowance comes with a data allowance greater than 12GB your data use while abroad in a Go Roam in Europe destination is limited to 12GB of data. Use over this up to your allowance in our Go Roam destinations is subject to a surcharge of 0.3p/MB. Three reserves the right to suspend this service if we reasonably believe that the customer is in contravention of our use requirements set out in our terms and conditions.

Three reserves the right to suspend this service if we reasonably believe that the customer is in contravention of our use requirements set out in our terms and conditions.

19. Recurring Payment Discount. New customers can only join pay monthly plans on Direct Debit and our plans' prices include a discount for paying by this efficient means. Direct Debit is brilliant for you as payment will be taken automatically and your account will not be suspended if you forget to pay. It is also the most efficient method for us. You should maintain your Direct Debit whilst you stay as a Pay Monthly customer. You can change your bank details at any time, just let us know.

We cannot prevent you from cancelling your Direct Debit and if you do, you are still required to pay your bills by the due date. We will retain your discount if you give us any of the following given means of payment provided that you simply allow us to store your selected payment method so that we can charge you on your billing date each month. Don't worry, you can swap these details at any time and on multiple occasions. If you do not permit us to store payment details you will lose the recurring payment discount.

You can choose any of the following given means of payment. Simply allow us to store details and you will remain eligible for the £5 monthly recurring discount.

Your Rights - Complaints

Remember, if you're unhappy about any aspect of our services, you should contact Three Customer Services on 333 (free) from your Three phone or 0333 338 1001 from any other phone. For Mobile Broadband customers call 500 (free) from your Three phone or 0333 338 1003 and for the Business support team call 337 (free) from your Three phone or 0333 338 1030.

We'll investigate any complaint in accordance with our customer complaints code, after which we'll contact you with the results. A copy of our customer complaints code can be viewed on our website at Three.co.uk/complaints or you can request a copy by contacting us on the numbers mentioned above.